



# DEPARTMENT OF TECHNOLOGY SERVICES

## BUDGET SUMMARY

INFRASTRUCTURE AND GENERAL GOVERNMENT APPROPRIATIONS SUBCOMMITTEE  
STAFF: BRIAN WIKLE**ISSUE BRIEF****INTRODUCTION**

In this issue brief I summarize requests from the Department of Technology Services (DTS) regarding budget adjustments, intent language, fees, and new funding. I also include options from the Office of the Legislative Fiscal Analyst (LFA). At the direction of the Executive Appropriations Committee on December 13, 2019, the following adjustment types and specific adjustments are included in [S.B. 6](#), "Infrastructure and General Government [(IGG)] Base Budget", 2020 General Session (G.S.), and I do not note these adjustments in this issue brief:

1. Federal Fund, Dedicated Credit, Restricted fund and account amounts that are the lesser of current year ongoing appropriations or agency budget requests;
2. Adjustments to nonlapsing balances, transfers, and other dependent amounts as calculated; and
3. Appropriations of \$150,000 ongoing beginning in FY 2021 from the General Fund for monument rehabilitation and restoration.

At the direction of the IGG chairs S.B. 6 also includes certain items of intent language that the Legislature has approved in past sessions (either identically or substantively).

**SUMMARY OF BUDGET ADJUSTMENTS**

In the table below I summarize the ongoing ("ong") and one-time ("1x") adjustments for dedicated credits and federal funds that the Department of Transportation requests that are not included in S.B. 6.

Line Item	Program	Financing Source	FY 2020 (1x)	FY 2021 (ong)	Reason
Integrated Technology	Automated Geographic Reference Center	Federal Funds	\$299,800	\$299,800	↑ projected revenues
ISF - Technology Services	ISF - DTS Enterprise Technology	Dedicated Credits	\$4,976,500	\$4,949,100	↑ projected revenues

**SUMMARY OF INTENT LANGUAGE***Nonlapsing authorization.*

The table below summarizes DTS's requests to carry FY 2020 balances into FY 2021 that are included in S.B. 6.

Line Item (S.B. 6 Item #)	Nonlapsing Request	Purpose
Chief information Officer (#14)	\$550,000	Rate study; IT initiatives; implement provisions of bills
Integrated Technology (#14)	\$600,000	Projects, imagery, GPS reference network, survey monument restoration

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Performance measures. The following table summarizes the department's performance measures intent language for FY 2021 as shown in S.B. 6, 2020 G.S.

Line Item (S.B. 6 Item #)	Target
<b>Chief Information Officer (#53)</b>	
Data security systematic prioritization of high-risk areas	Score below 5,000
Customer satisfaction for application development projects	>= 83% satisfaction
State employees receive computers in a timely manner	>= 75%
<b>Automated Geographic Reference Center (AGRC) (#54)</b>	
AGRC availability	>= 99.5% uptime
County-sourced road and address updates	>= 120 updates
Utah reference network GPS service availability	>= 99.5% uptime
<b>Enterprise Technology - ISF (#76)</b>	
Customer satisfaction for information technology services	>= 4.5 out 5 rating
Agency application availability	>= 99%
DTS rates competitive with private market	100%

### SUMMARY OF NEW FUNDING REQUESTS

Line Item	Program or Fund	Financing Source	FY 2020 (all 1x)	FY 2021 (ong)	Reason
Integrated Technology	Automated Geographic Reference Center	General Fund		\$150,000 (funded in S.B. 6, #54)	Monument rehabilitation and restoration

### SUMMARY OF FEES

The Legislature is required to review and approve "each internal service fund's (ISF) rates, fees, and other amounts that it charges those who use its services and include those rates, fees, and amounts in an appropriation act" (see UCA [63J-4-410\(3\)\(a\)\(ii\)](#)). Table 1 shows the Department of Technology Services' (DTS) proposed FY 2021 rates as presented in [H.B. 8](#), 2020 General Session, lines 2463-2545, along with dollar changes from FY 2020 approved rates as authorized in [S.B. 8](#), 2019 General Session, lines 2461-2536. The impact of the proposed FY 2021 rates is a net \$2.3 million increase made up of two components: (1) an approximate \$29,000 decrease due to reductions in base rates; and (2) an approximate \$2.4 million increase that would allow the department to fund a 2.5 percent compensation increase and a 5.7 percent increase in health-related benefits for its ISF employees. In calculating impacts DTS assumed that agencies' FY 2021 consumption would equal their FY 2019 consumption. Table 2 shows the projected impacts of rate changes by agency.

#### Summary of proposed changes.

DTS proposed eight tiered application services rates for FY 2021 whereas the Legislature approved four tiered rates for FY 2020.

The department proposed the following new desktop services rate for FY 2021:

- Adobe Pro/Sign - \$1.50 per device per month.

DTS proposed the following two new miscellaneous rates for FY 2020 and FY 2021:

- Saas/Cloud Hourly - \$96.78 per hour; and
- Consultant Services - Cost + 3%.

DTS eliminated the following FY 2020 approved hosting services rates in FY 2021:

- Cloud/Saas Implementation;
- Network Attached Storage; and
- Shared Application Hosting.

Table 1: Department of Technology Services' FY 2021 Proposed Rates Summary

	FY20 Approved	FY21 Proposed	FY21 Comp & Health	FY21 Total	Change	Unit
<b>Application Services</b>						
Tier 1 A	67.80	62.62	1.67	64.29	-3.51	Hour
Tier 1 B		73.39	2.02	75.41	75.41	Hour
Tier 2 A	85.13	77.40	2.09	79.49	-5.64	Hour
Tier 2 B		88.88	2.40	91.28	91.28	Hour
Tier 3 A	95.28	91.40	2.30	93.70	-1.58	Hour
Tier 3 B		100.17	2.68	102.85	102.85	Hour
Tier 4 A	107.23	103.58	2.80	106.38	-0.85	Hour
Tier 4 B		112.12	3.00	115.12	115.12	Hour
Master Engineer / Consultant / Specialized Skillset	SBA	SBA		SBA		
<b>Communication Services</b>						
Mobile Technician Labor	78.06	78.06	1.81	79.87	1.81	Hour
Universal Telecom Rate	32.86	32.86	0.35	33.21	0.35	Line/Month
Long Distance	0.0600	0.0600	0.0003	0.0603	0.0003	Minute
1-800 Usage	0.0410	0.0366	0.0003	0.0369	-0.0041	Minute
Persistent Chat	4.99	5.10	0.17	5.27	0.28	User/Month
Other Voice Services	Cost + 10%	Cost + 10%		Cost + 10%		
International Long Distance	Cost + 10%	Cost + 10%		Cost + 10%		
IP Contact Center	18.90	20.37	0.33	20.70	1.80	Core License/Month
Call Management	SBA	SBA		SBA		
<b>Desktop Services</b>						
Desktop Support	69.21	67.79	1.73	69.52	0.31	Device/Month
Adobe Pro/Sign*		1.50	0.00	1.50	1.50	Device/Month
Mobile Support	SBA	SBA		SBA		
On-Call Support	Actual Cost	Actual Cost		Actual Cost		
Google Enterprise	10.61	10.61	0.04	10.65	0.04	Acct/Month
Software Resale	Cost + 6%	Cost + 6%		Cost + 6%		
Virtual Applications	SBA	SBA		SBA		
<b>Hosting Services</b>						
Oracle Database Hosting Core Model	1226.06	1023.46	17.73	1041.19	-184.87	Core/Month
Oracle Database Hosting Shared Model	21.37	15.43	0.31	15.74	-5.63	GB/Month
SQL Database Hosting Core Model	542.23	542.23	12.33	554.56	12.33	Core/Month
SQL Database Hosting Shared Model	10.74	10.74	0.25	10.99	0.25	GB/Month
Database Consulting	85.13	91.40	2.30	93.70	8.57	Hour
System Administration	314.56	314.56	8.24	322.80	8.24	OS/Month (or Cloud instance)
Processing (CPU)	32.94	32.94	0.33	33.27	0.33	CPU/Month
Memory	4.93	4.93	0.06	4.99	0.06	GB/Month
Storage	0.0690	0.0690	0.0014	0.0704	0.0014	GB/Month
Back-up & Archive Storage	0.1167	0.0951	0.0011	0.0962	-0.0205	GB/Month
File-Share	0.0690	0.0690	0.0014	0.0704	0.0014	GB/Month
Object Storage	0.0198	0.0168	0.0000	0.0168	-0.0030	GB/Month
Shared Application Hosting on Prem	51.92	51.92	0.00	51.92	0.00	Instance/Month
Share App Hosting Cloud Sys Admin	24.79	24.79	0.00	24.79	0.00	Instance/Month
Cloud Hosting	Cost + 19%	Cost + 25%		Cost + 25%		
Other Hosting Services	SBA	SBA		SBA		
Data Center Rack Space - Full Rack	500.00	500.00	0.00	500.00	0.00	Rack/Month
Data Center Rack Space - Rack U	16.67	16.67	0.00	16.67	0.00	Rack U/Month
<b>Mainframe Computing</b>						
Mainframe Disk	0.0059	0.0058	0.0006	0.0064	0.0005	MB/Month
Mainframe Tape	0.0008	0.0008	0.0002	0.0010	0.0002	MB/Month
Mainframe Consulting	85.13	91.40	2.30	93.70	8.57	Hour
Mainframe Computing	SBA	SBA		SBA		

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<b>Network Services</b>						
Network Services	50.89	52.36	0.57	52.93	2.04	Device/Month
Network IoT	9.82	9.82	0.00	9.82	0.00	Connection/Month
Network Services - 10 GB	203.56	209.44	2.28	211.72	8.16	Connection/Month
Network Services - Other State Agencies	55.60	57.09	0.57	57.66	2.06	Device/Month
Other Network Services	Cost + 10%	Cost + 10%		Cost + 10%		
Misc. Data Circuits	Cost + 10%	Cost + 10%		Cost + 10%		
Security	24.25	24.25	0.40	24.65	0.40	Device/Month
Other Security Services	SBA	SBA		SBA		
Security Assessment & Remediation	See Table	See Table		See Table		See Table
<b>Print Services</b>						
High Speed Laser Print	0.0459	0.0459	0.0006	0.0465	0.0006	Image
Other Print Services	Cost + 10%	Cost + 10%		Cost + 10%		
<b>Miscellaneous</b>						
DTS Consulting Charge	85.13	91.40	2.30	93.70	8.57	Hour
SaaS/Cloud Hourly**		96.78	0.00	96.78	96.78	Hour
Consultant Services**		Cost + 3%		Cost + 3%	3%	
<b>AGRC Services</b>						
GPS Subscriptions	600.00	600.00	0.00	600.00	0.00	Subscription/Year
AGRC Plots	6.00	6.00	0.00	6.00	0.00	Linear Foot
GIT Professional Labor	See Application Services Table	See Application Services Table		See Application Services Table		Hour

\* New in FY 2021.

\*\* New in FY 2020 and FY 2021.

Table 2: Department of Technology Services' Proposed FY 2021 Rates Impact Summary

Department	Base Rate	2.5% Comp & 5.7% Health	Total
Total	(28,793)	2,364,366	2,335,573
011 Senate	787	308	1,095
012 House of Representatives	2,253	862	3,115
013 Legislative Printing			
014 Legislative Research & General Counsel	1,999	775	2,774
015 Legislative Services	(8,124)	4,391	(3,733)
016 Legislative Auditor General	632	242	873
020 Judicial Branch		188	188
030 Capitol Preservation Board	190	691	881
050 State Treasurer	769	2,859	3,628
060 Governor's Office	(47,078)	39,111	(7,967)
061 Governor's Office of Energy	115	718	833
063 Governor's Office of Economic Development	(2,225)	5,874	3,649
065 Utah Science Technology & Research Initiative	320	969	1,290
080 Attorney General	9,223	12,081	21,304
090 Utah State Auditor	3,553	2,122	5,675
100 Dept of Administrative Services	(65,540)	91,257	25,716
110 Dept of Technology Services	(1,871)	10,662	8,791
120 Tax Commission	(41,533)	159,873	118,340
130 Career Service Review Office	(516)	318	(199)
140 Dept of Human Resource Management	(19,147)	30,549	11,402
170 Navajo Trust Administration	138	496	634
180 Dept of Public Safety	23,210	160,774	183,984
190 Utah National Guard	483	281	764
200 Dept of Human Services	173,879	333,882	507,761
270 Dept of Health	(89,144)	336,563	247,419
300 Building Board Construction	1,640	698	2,337
400 Utah State Board of Education	(188)	64	(123)
410 Dept of Corrections	(7,824)	158,484	150,661
430 Board of Pardons & Parole	(1,222)	9,632	8,410
450 Dept of Veterans' & Military Affairs	(3,508)	7,266	3,758
480 Dept of Environmental Quality	21,270	61,346	82,616
540 School & Institutional Trust Fund Office	76	241	318
550 School & Institutional Trust Lands Admin	1,934	1,367	3,301
560 Dept of Natural Resources	(4,953)	100,631	95,677
570 Dept of Agriculture & Food	12,136	26,686	38,822
590 Public Lands Policy Coordination Office	(2,374)	3,716	1,343
600 Dept of Workforce Services	(90,214)	472,754	382,541
650 Dept of Alcoholic Beverage Control	2,374	41,587	43,962
660 Labor Commission	41,573	33,878	75,451
670 Dept of Commerce	(3,741)	36,725	32,984
680 Dept of Financial Institutions	564	2,031	2,595
690 Dept of Insurance	(2,561)	8,912	6,351
700 Public Service Commission	(118)	1,435	1,317
710 Dept of Heritage & Arts	14,647	14,252	28,900
810 Dept of Transportation	49,751	182,670	232,422
Non-State	(431)	4,145	3,714

### LFA OPTIONS

The Legislative Fiscal Analyst presents the options below for the consideration of the committee.

#### Reallocate unspent appropriations.

(a) The Legislature passed [S.B. 65](#), 2017 General Session, "Postal Facilities and Government Services", which allowed certain state agencies to enter agreements with the United States Postal Service (USPS) to provide state services at post office locations. The bill repealed the newly created section on July 1, 2023. The Legislature appropriated \$74,700 ongoing from the General Fund beginning in FY 2018 and \$72,100 one-time from the General Fund in FY 2018 to the Department of Technology Services to provide high speed internet and technology equipment to 10 impacted post offices. Without an act of Congress to change federal law USPS cannot enter such agreements with state agencies. DTS has not expended the appropriations. In the 2019 General Session the Legislature reallocated \$149,400 (the ongoing amount accumulated in FY 2018 and FY 2019).

(b) The Legislature passed [H.B. 395](#), 2018 General Session, "Technology Innovation Amendments", which appropriated \$150,000 ongoing from the General Fund beginning in FY 2019 for technology innovation projects, and granted statutory nonlapsing authority for the appropriations. In FY 2019 DTS expended \$25,000 leaving \$125,000 unspent which could be reallocated to other priorities.